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Docket No.: SBL0002US

December 22, 2005

MAIL STOP RCE  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing  
Serial No.: 09/823,770  
Examiner: Quynh H. Nguyen  
Docket No.: SBL0002US  
Filed: March 31, 2001  
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate);
- (3) Request for Continued Examination (1 page); and
- (4) Preliminary Amendment & Remarks (13 pages).

☒ The fee has been calculated as shown below:

**CLAIMS AS AMENDED**

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>	Additional <u>Fee</u>
Total Claims	41	Minus	41	=	0	x \$ 50.00	\$ 0.00
Independent Claims	3	Minus	3	=	0	x \$200.00	\$ 0.00
<input checked="" type="checkbox"/> Fee for Request for Continued Examination							\$ 790.00
<input type="checkbox"/> Fee for Petition for Extension of Time (1 Month)							\$ 0.00

**Total additional fee for this Amendment:** \$ 790.00

- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☒ Please charge our Deposit Account No. 502306 in the amount of \$ 790.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

**Total:** \$ 790.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on **December 22, 2005**.

Attorney for Applicants

Date of Signature

Respectfully submitted,

Samuel G. Campbell, III  
Attorney for Applicants  
Reg. No. 42,381



PATENT

*RM*  
*RCE*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing  
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Austin, Texas  
December 22, 2005

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Commissioner for Patents  
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Alexandria, VA 22313-1450

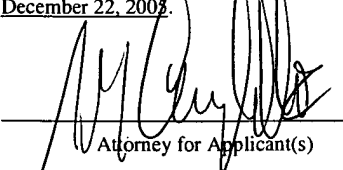
**REQUEST FOR CONTINUED EXAMINATION (RCE)**

Dear Sir:

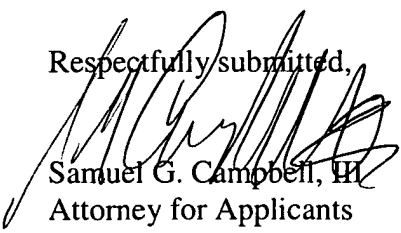
This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Please consider and enter the Preliminary Amendment, which is being submitted with this request.

The RCE fee required under 37 C.F.R. § 1.17(e) is authorized in an accompanying transmittal letter. Applicants respectfully request issuance of a Notice of Allowance in light of the Preliminary Amendment which accompanies this RCE.

Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, COMMISSIONER FOR PATENTS, P. O. Box 1450, Alexandria, VA 22313-1450, on December 22, 2005.	
 Attorney for Applicant(s)	<u>12/22/05</u> Date of Signature

Respectfully submitted,

  
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